

Safe, compassionate care is everyone's business. Speaking out safely and responding to concerns is something that we should all comfortably be able to do. But we know that being able to speak out is not always as easy as it sounds. The way in which we respond to someone seeking to "speak up" is very important.

This step by step guide will help to support Managers to listen to staff who speak up. This guidance should be read in conjunction with the Procedure for NHS Staff to Raise Concerns, NHS Wales Dignity at Work Policy and NHS Wales Grievance Policy.

www.cardiffandvaleuhb.wales.nhs.uk/freedom-to-speak

1. Remember

Remember that the individual who is speaking out is going to be feeling nervous and cautious. Take this into account in how you engage with them, for example by being patient, responding with sensitivity and above all, listening respectfully.

Remember that people who speak out can save lives and jobs. Those who speak out can be amongst the most loyal and public spirited of employees.

2. Listen and Learn

Listen to what they have to say and record it. Ask them to clarify any grey areas, but bear in mind that the individual may not know exact details. Read back what you've recorded so that the individual knows what you've written down.

3. Advise

Reassure the individual that they will not suffer a detriment for having raised this concern.

Reassure the individual that there will be a commitment to take all reasonable steps to maintain their confidentiality if they request this, but also point out that in certain circumstances, there may be a requirement to disclose specific information. Provide the individual with a copy of the relevant UHB policy.

4. Take Action

Decide how you're going to deal with the issue that is being brought to your attention – for example, is there any immediate urgency with regard to patient safety?

Report this information to the appropriate person within the UHB. This could be the senior manager, a director and/or someone with designated "speaking out" responsibilities.

**FREEDOM
TO SPEAK
UP SAFELY**

**Together
we can
make a
difference**

Tell the individual, outline who will be looking into their concerns and how they will go about doing so and how long this might take.

5. Feedback - Vitaly Important

Feedback to the individual who raised the concern is critical. The sense that nothing happens is a major deterrent to speaking up. There are situations where this is not straightforward due to the need to respect the privacy of others involved in the concern. However there is almost always some feedback that can be given and the assumption should be that this is provided unless there are overwhelming reasons for not doing so.

